



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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September 16, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **SOUTHERN CALIFORNIA YOUTH & FAMILY CENTER CONTRACT  
REVIEW**

We have completed a contract compliance review of Southern California Youth & Family Center (Southern California or Agency), a Cal-Learn Case Management Service contractor. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

**Background**

The Department of Public Social Services (DPSS) contracts with Southern California, a non-profit, community based organization that assists teen parents in completing their high school education. The Agency's services include recruiting and enrolling eligible participants, identifying unmet supportive services needs, and providing ongoing counseling and monitoring of participants progress in the program. The Agency also develops comprehensive case plans to assist participants in completing their high school education. The Agency is located in the Second District.

DPSS pays Southern California a fixed rate of \$161 per case per month. For Fiscal Year 2004-2005, DPSS paid the Agency approximately \$730,000.

**Purpose/Methodology**

The purpose of the review was to determine whether Southern California provided the services outlined in their Program Statement and County contract. We also evaluated

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the Agency's ability to achieve planned services and staffing levels. Our monitoring visit included a review of the Agency's billing statements, case files, time records and performance outcome measures. In addition, we interviewed the Agency's staff and program participants.

### **Results of Review**

Overall, Southern California provided the services outlined in its County contract using the appropriate number of qualified staff. In addition, the program participants stated that the services they received from the Agency met their expectations.

The actual percentage of Southern California participants that were enrolled in school or that graduated exceeded Southern California's planned enrollment and graduated percentages. However, the actual percentage (41%) of Southern California participants that submitted their report cards to the Agency in a timely manner did not meet the Agency's planned percentage (45%). Southern California stated that they are working with the participants and their schools to ensure that the report cards are obtained. The Agency also needs to ensure that comprehensive case plans are completed timely.

The details of our contract compliance review are attached.

### **Review of Report**

On July 21, 2005, we discussed our report with Southern California who concurred with our report. In their attached response, Southern California management indicates agreement with our report. We also notified DPSS of the results of our review.

We thank Southern California for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Bryce Yokomizo, Director, Department of Public Social Services  
Dorla Watson-Taylor, Executive Director, Southern Calif. Youth & Family Center  
Public Information Office  
Audit Committee

**COUNTYWIDE CONTRACT MONITORING DIVISION  
CAL-LEARN CASE MANAGEMENT SERVICES  
FISCAL YEAR 2004-2005  
SOUTHERN CALIFORNIA YOUTH & FAMILY CENTER**

**BILLED SERVICES/CLIENT VERIFICATION**

**Objective**

Determine whether Southern California Youth & Family Center (Southern California or Agency) provided the services billed in accordance with their County contract and the program participants actually received those services. In addition, determine the program participants' eligibility to receive program services.

**Verification**

We sampled 10 program participant case files and reviewed the documentation contained in the case files to support the Agency's compliance with the County contract. We also interviewed 12 program participants. Our sample represented \$7,724 out of a total of \$236,055 that Southern California billed the Department of Public Social Services (DPSS) for July, August, September and October 2004.

**Results**

Southern California provided the services required by the County contract. All 10 participant case files sampled contained documentation to support the participants' eligibility to receive program services. In addition, the 12 participants interviewed stated that the services met their expectations. However, for three (30%) of the 10 participant case files reviewed for October 2004, Southern California completed the participant case plans three weeks beyond the date required in the County contract.

**Recommendation**

1. **Southern California management ensure that the participant case plans are completed timely.**

**PERFORMANCE OUTCOME MEASURES**

**Objective**

Determine whether Southern California met the performance outcome standards required per the County contract. The acceptable outcome standards require that 55%

of the participants are enrolled in school and 45% of the students provide a report card. In addition, 40% of the students must complete their high school education.

### **Verification**

We reviewed Southern California's semi-annual and annual Performance Measure Reports for the period December 1, 2003 through November 30, 2004 to ensure the Agency's compliance with the County contract.

### **Results**

Southern California met two out of three performance outcome standards required per the County contract. For our review period, 73% of all participants were enrolled in school and 43% of the students completed their high school education.

However, Southern California reported that only 41% of all students submitted timely report cards. Southern California stated that the Agency is working with the participants and their schools to ensure that the report cards are obtained timely.

### **Recommendation**

2. **Southern California management continue to work with the participants and their schools to ensure that Cal-Learn participants provide their report cards.**

## **SERVICE/STAFFING LEVELS**

### **Objective**

Determine whether Southern California's actual service and staffing levels did not significantly vary from planned levels.

### **Verification**

We reviewed invoices for July, August, September and October 2004 and compared them to the Agency's proposed service level for the same period. We also interviewed 10 of Southern California's staff and reviewed Southern California's employee roster.

### **Results**

For July, August, September and October 2004, Southern California's reported service level averaged 369 participant cases per month. This represented a 30% decrease from the budgeted service level of 519 per month. The decrease was due to a reduction in the number of cases referred to the Agency by DPSS. For the same period, the Agency maintained their actual staffing level to 15 full time equivalent (FTE) staff. This represents a 30% reduction to their planned staffing level of 21 FTE staff.

Southern California indicated that they monitor their staffing level to be consistent with the changes in the service level.

**Recommendation**

There are no recommendations for this section.

**STAFFING QUALIFICATIONS****Objective**

Determine whether Southern California's staff met the qualifications for employment as requested by the County contract.

**Verification**

We reviewed the personnel files for ten program staff for documentation to confirm staff qualifications.

**Results**

Each staff reviewed met the required education and work experience qualifications. In addition, each staff met the bilingual requirement and received the appropriate background checks.

**Recommendation**

There are no recommendations for this section.



## Southern California Youth & Family Center

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Long Beach Office 3545 Long Beach Blvd. Ste. #240 Long Beach, CA 90807 Office (562) 989-4300 Fax (562) 989-4311

July 21, 2005

J. Tyler McCauley  
Los Angeles County Auditor-Controller  
500 W Temple, Room 525  
Los Angeles, CA 90012

Dear Mr. McCauley:

### Contract Review Response

The management of the Southern California Youth and Family Center (SCYFC) has reviewed the report issued by your Department and are in general agreement with the findings and recommendations.

SCYFC will be submitting a corrective action plan to the Department of Public Social Services within 30 days that details our efforts to implement the following recommendations contained in the report: 1. Ensure that participant case plans are completed in a timely manner. 2. Ensure that Case Managers work with the participants and their schools to ensure that Cal-Learn participants provide their report cards. SCYFC management will provide training for staff and develop procedures to monitor the activity in these areas to ensure compliance with the contract.

Please do not hesitate to call me if you have any questions at (310) 671-1222, Ext. 102.

Sincerely,

Doria Watson Taylor, MPH  
Executive Director

cc: Ruchika Bharadwaj, Senior Accountant – Auditor  
Yolanda Mingo, DPSS County Contract Administrator

*"Leveling the 'playing field' for 'at risk' adolescents..."*